



Wanneroo Basketball Association Inc.

ABN 86 371 367 364

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Complaints & Reports Policy

Updated: March 2021

Complaints & Reports Policy

OVERVIEW

The Games Manager will provide this document to any member that seeks to lodge a complaint or report an incident in relation to actions that occur within the Junior Domestic Competition.

POLICY POSITION

The Wanneroo Basketball Association By-Laws and Basketball Western Australia Tribunal Rules provide appropriate guidance on how incidents that arise during games are to be dealt with.

1. Incidents

- 1.1. An incident may occur before, during or after a fixtured activity, within the confines of the Stadium or its surrounds, or elsewhere if directly related to the fixtured activity.

2. Reports

- 2.1. Can only be made by a WBA Official, through the lodgement of an Official Report Form.

- 2.1.1. For the avoidance of doubt, WBA Officials include:

- 2.1.1.1. Rostered Games Managers
 - 2.1.1.2. Rostered Referee Supervisors
 - 2.1.1.3. Rostered WBA Game Staff
 - 2.1.1.4. WBA Management Team
 - 2.1.1.5. WBA Board Members

- 2.2 A report can be lodged in relation to any person, team or club, as may be required.

- 2.3 Following receipt of a Report, a Tribunal will be scheduled to hear the matter.

- 2.3.1 In some instances, an Administration Tribunal may be appropriate to address the matter – at the discretion of WBA Management.

3. Formal Complaints

- 3.1. A Formal Complaint can be lodged by any Domestic Club President, in writing on Official Club Letterhead.

- 3.2. A Formal Complaint will be considered in the following manner:

- 3.2.1. Considered by the WBA Domestic Director

- 3.2.2. At the discretion of the WBA Domestic Director, presented to the WBA Domestic Committee Meeting for discussion

- 3.2.3. At the discretion of the WBA Domestic Director, presented to the WBA Board

3.2.4. A Formal Complaint will be responded to in writing by WBA Management within 28 days.

3.2.4.1. This response will:

3.2.4.1.1. Acknowledge receipt of the complaint

3.2.4.1.2. Advise complainant as to which committees have given due consideration to the complaint

3.2.4.1.3. Provide a direct response to any specific matters outlined in the Complaint

Note: The Policy of the WBA Board is to direct Management to provide the following response for any complaints (or items of) that are of an unsubstantiated or general nature:

“WBA acknowledges the receipt of your general concerns and correspondence. Should it be deemed necessary the WBA will take appropriate actions in relation to your concerns. The WBA is committed to be the destination of choice for basketball”

4. Member Feedback

4.1. A member has three options available to provide feedback, report an incident or complain about areas of concern.

4.1.1. Discuss your concerns on game day with the Games Manager / or Senior Referee Instructor (whichever is appropriate). The Games Manager / or Senior Referee Instructor will advise if any action will be taken, in their complete discretion, or advise you to proceed with options 2 or 3.

4.1.2. Speak with your Club, to seek a Formal Complaint to be lodged on Club Letterhead

4.1.3. Provide feedback directly to the Association.

4.1.3.1. Direct member feedback is always welcome from members, in writing, to the email address feedback@wolves.asn.au

4.2 WBA Management will review all direct member feedback that is received and refer items to JBRA or the Domestic Committee if deemed appropriate.

4.2.1 Member Feedback should be utilised to bring matters to the attention of WBA, not to seek a formal response.

4.2.2 WBA Management will review Member Feedback, but WBA Policy is that WBA Management will not directly respond to Member Feedback that is received. As such, Members must be aware that an email reply will not be received.

4.3 A Formal Complaint should be lodged (refer above), should a member desire a formal response.

4.4 All Member Feedback that is received will be given due consideration by WBA Management with actions taken where required.

4.5 If a Member feels that a response would be required, this suggests that the process of a Formal Complaint should be progressed so as to ensure that formal consideration of the matter occurs.

5. Trivial/Persistent Matters

- 5.1. The lodgement of persistent or trivial Formal Complaints or Reports is deemed to be against the required Code of Conduct for Players, Coaches, Officials and Parents, and in some cases can be considered to bring the Association or the competition into disrepute.
- 5.2 Where such actions are identified, it will be presented to the WBA Board for consideration, and to determine whether the matter will be forwarded to the Tribunal for consideration.

6. Complaints Summary

- 6.1. Reports can only be made by WBA Officials, and will proceed to a Tribunal
- 6.2. Formal Complaints can only be lodged in writing, on Club Letterhead
- 6.3. Member Feedback can be provided at any time to feedback@wolves.asn.au